

FCC
Public Safety & Homeland Security
Bureau

Intelligent Emergency Network
Update

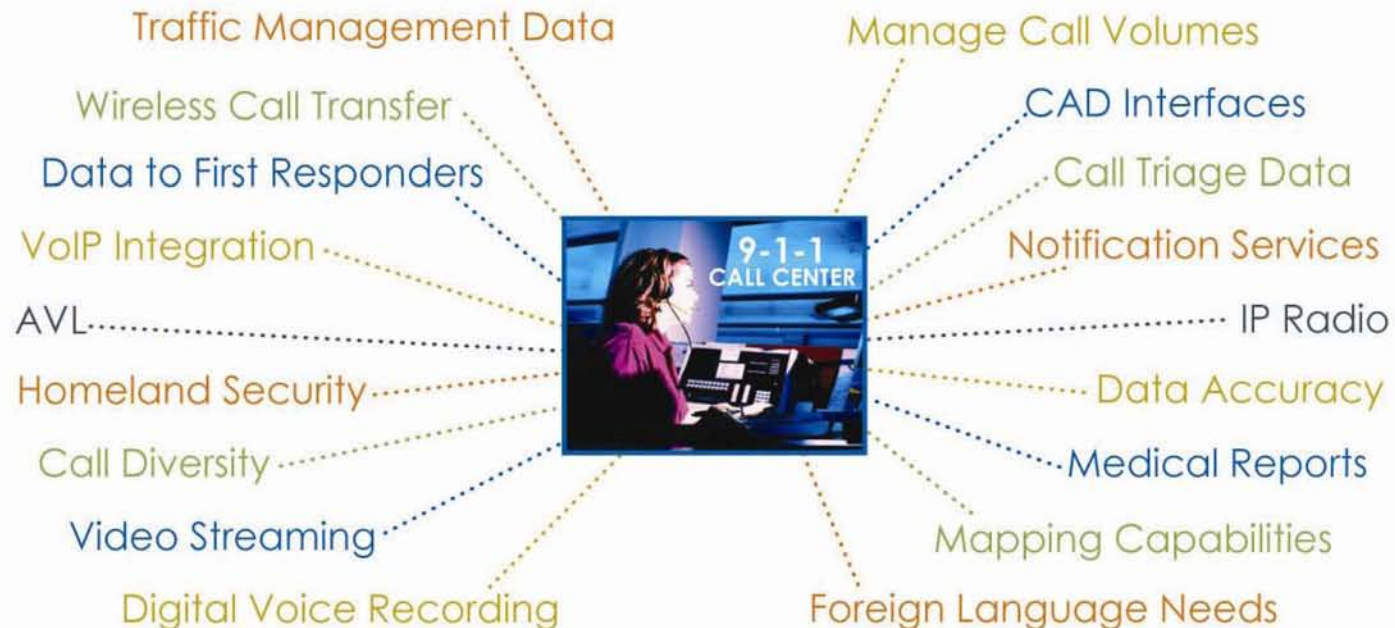
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Increased Demands On PSAPs

THE MARKET

Increasing Demands on the 9-1-1 System

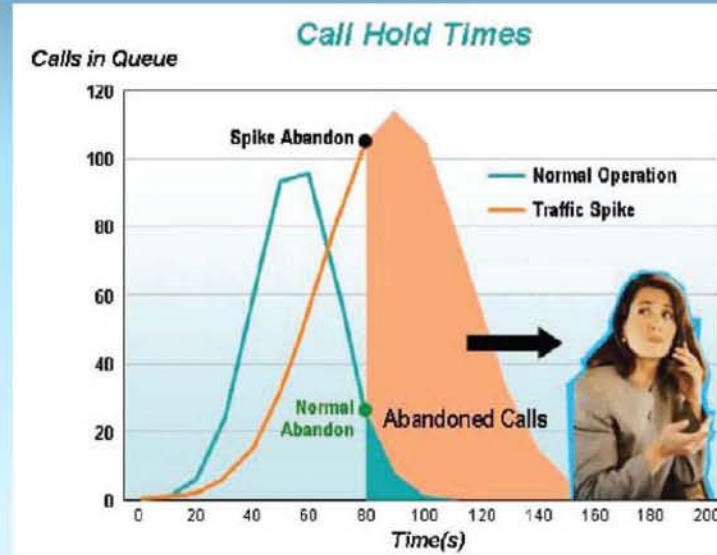


PSAP Challenges



Population
Total 9-1-1 Calls per Year

Source: Intrado



Call Spikes
Increasing Hold Times
Abandoned Calls



Catastrophic PSAP Outages / Incidents

- Backhoe Incidents
- Weather
- Terror

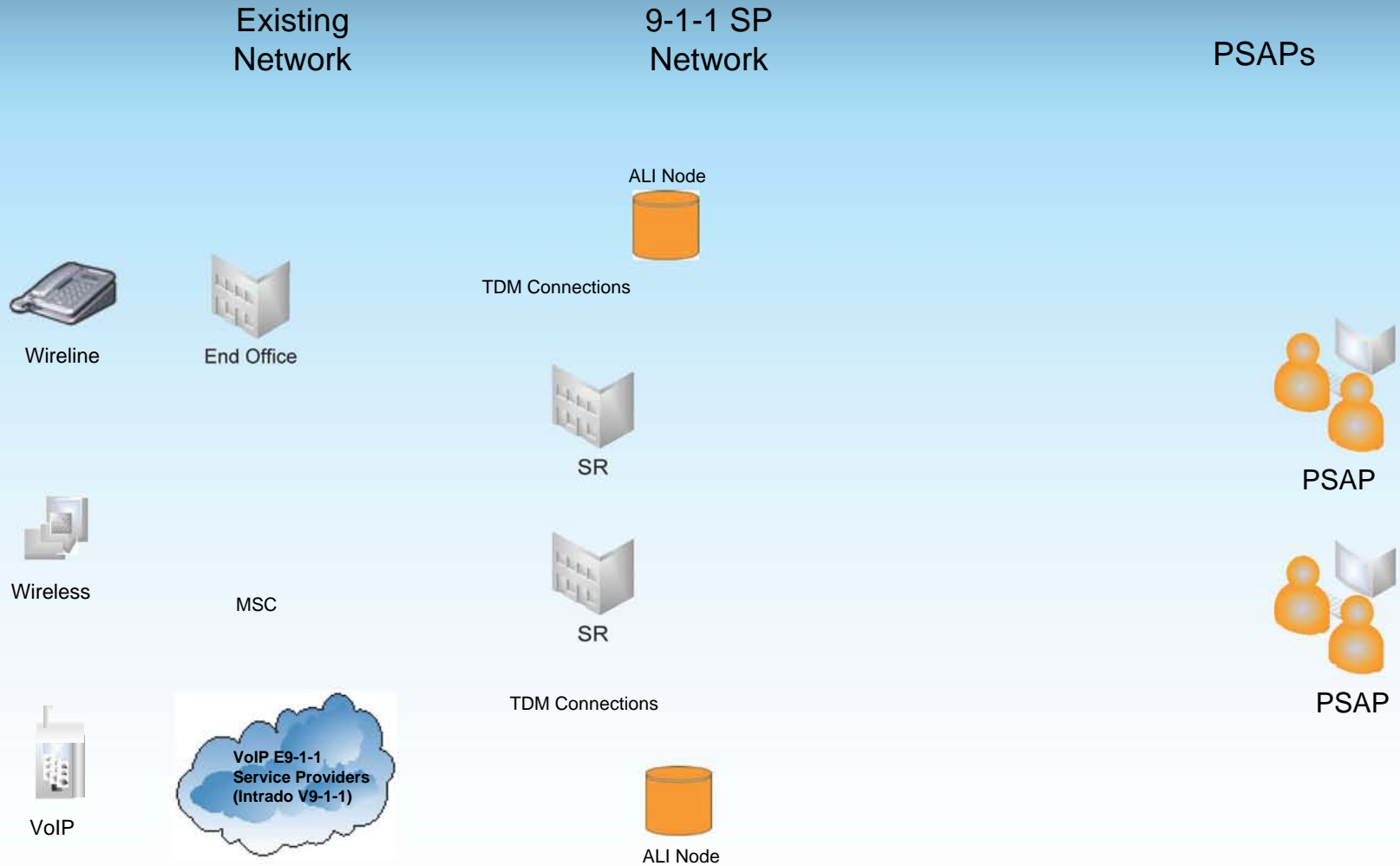
Call volumes increasing exponentially

Sub Page Type 2

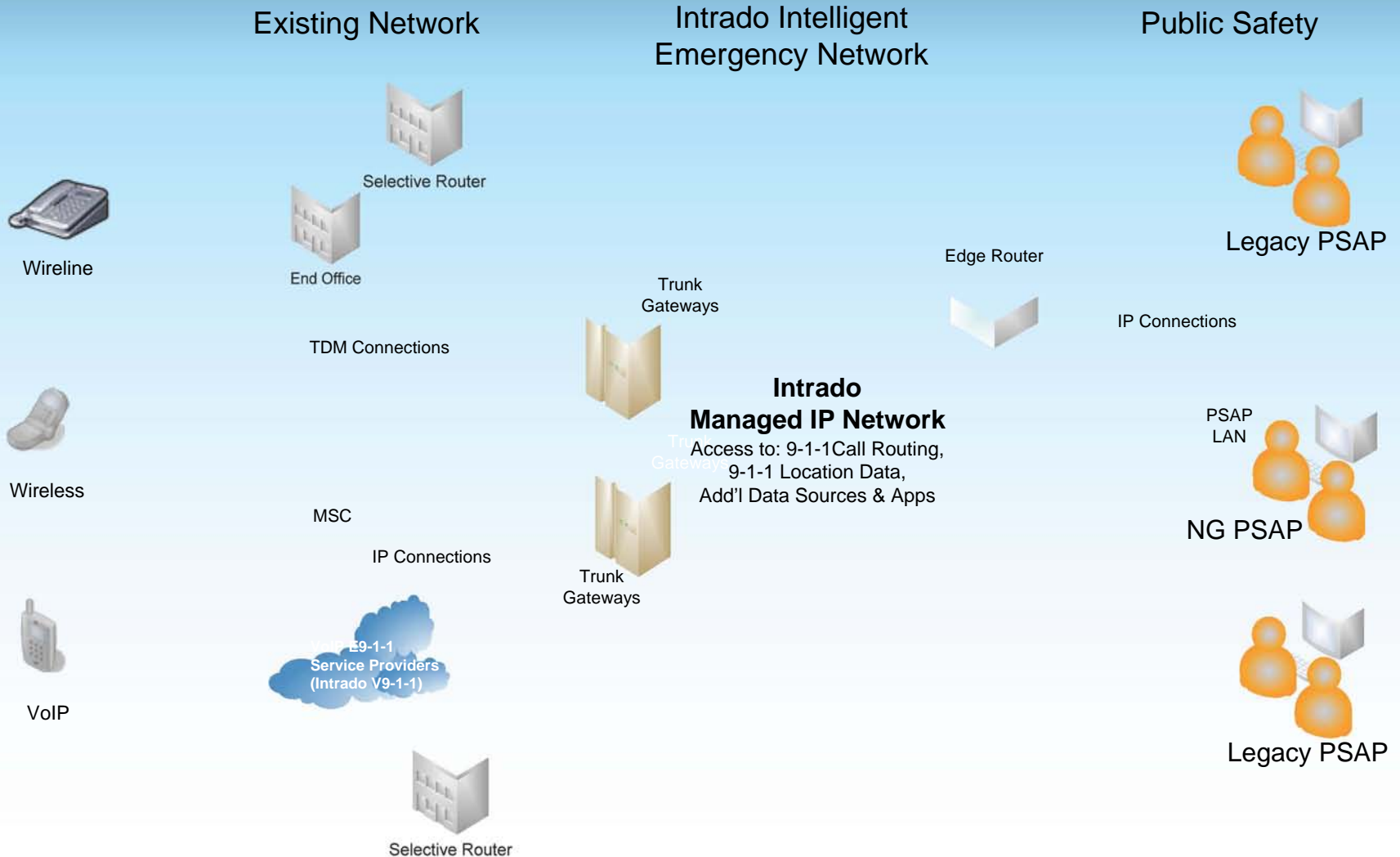
9-1-1 Response Continuum



Current Environment



Intelligent Emergency Network NG9-1-1 Trial Environment



Beta Trial Objectives

- **Demonstrate** NG9-1-1 functionality side-by-side with legacy 9-1-1
 - *Interfaces remain between legacy and NG9-1-1 PSAPs*
 - *Evolutionary process, not a wholesale replacement*
- Converged network capable of delivering both voice and data to the PSAP over a single “IP” based interface
- Complete legacy 9-1-1 functionality in a NG9-1-1 environment
- Enhanced redundancy and availability of the core NG9-1-1 network

Beta Trial Objectives

- Enhanced call transfer capabilities irrespective of PSAP geographic boundaries, location and or jurisdiction
 - *Seamless call transfers demonstrated between three participating PSAPs, each ~400 miles apart.*
- End-to-end reporting on statistics and performance
- Security of a managed IP network
- Verification of implementation and support processes